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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE
RESPONSE CALL MANAGEMENT SYSTEM

COMPLETION OF RECORD

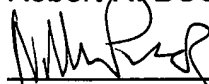
Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, Applicants hereby call to the Examiner's attention an Office Action that issued in U.S. Patent Application No. 09/578,723 on June 30, 2005. Applicants note that no new documents were cited in this Office Action. Due to a typographical error, Applicants further note that the Completion of Record filed on July 8, 2005 in the present application erroneously identified the application number of the above-noted Office Action as 10/578,723, rather than 09/578,723.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.



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